

FIRE COMMUNICATIONS MANAGER

DEFINITION

To plan, organize, manage, and supervise the operations of the Fire Dispatch Center; to coordinate, plan and assist in the implementation and management of an automated fire public information system; and to provide highly responsible support to the Operations Deputy Fire Chief.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations Deputy Fire Chief.

Exercises direct supervision over assigned professional, technical, and clerical staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Coordinate and manage the daily operations of the fire dispatch and communications center; analyze data, including performance statistics and call volumes, and prepare related reports.

Oversee and participate in the development and implementation of a comprehensive training program and policy manual for new and existing staff in all aspects of fire dispatch and communications systems (CAD, Plant-Vesta phone, Priority Dispatch EMD & Call Screening, First-in Station Alerting, and others).

Coordinate the EMD initial and continuing education delivery for all staff to comply with Priority Dispatch EMD and Call Screening delivery systems.

Facilitate and act on all dispatch inquiries from field personnel and provide feedback to all parties; answer questions and provide information to the public; investigate complaints and take corrective action(s) as necessary.

Coordinate with the City's Management Information System (MIS) assigned staff for support and day-to-day needs, as well as emergency system failure needs.

Lead and facilitate OES mutual aid resource request ordering information and coordination.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for the fire dispatch center; ensure that regulations and policies conform to department, City and federal regulations.

Recommend the appointment of personnel; conduct performance evaluations and work with employees to correct deficiencies; assist in maintaining the high standards necessary for the efficient and professional operation of the center.

Prepare reports and correspondence related to assignment; make presentations to City Council, staff, and other agencies in the community.

Represent the section and department to Council, community associations, boards, and outside agencies or organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Serve as backup to dispatch personnel during high call volume periods and/or major incidents; fill in for daily un-staffed positions on a limited basis as needed.

Answer and/or respond into the fire dispatch center during emergency response situations at night and/or on weekends as needed.

Build and maintain positive working relationships with co-workers, other employees, and the public using principles of good customer service.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of complex communications systems, equipment and software used in fire dispatch centers, including EMD and call Call-Screening.

Principles and practices of supervision, training, and performance evaluation.

Principles and practices of leadership, motivation, team building and personnel management.

Protocols of State, Federal and local agencies, including OES mutual aid issues.

Principles and practices of research, analysis, data compilation and effective report writing.

Ability to:

Plan, organize, implement, and manage a fire dispatch center

Manage a complex communications system including equipment and software applications.

Supervise, train, and evaluate assigned staff.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Develop and recommend policies and procedures related to assigned operations.

Work well under pressure and in a crisis situation, and effectively respond to emergencies.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work holidays, weekends, and extended hours as needed.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in a public safety emergency communications center, including three years of supervisory responsibility. Knowledge of computer aided dispatch, EMD and 911 interface technology is desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with a major in Business Administration, Public Administration, Information Technology, Computer Science, Management, or a closely related field.

License or Certificate:

Valid California driver's license.

Valid Cardio Pulmonary Resuscitation (CPR) certificate.

Valid certification from the National Academy of Emergency Medical Dispatch (NAEMD) is highly desirable or must be obtained within two months of hire through city provided training.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time, intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulations; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less. See in the normal vision range with or without correction to read typical business documents, computer screens, blueprints, and drafting plans; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Primary work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level; there is some exposure to the external environment when going to outlying offices or fire stations. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

12/03